

ABSTRACT OF THE DISCLOSURE

When a form processing terminal fails to identify a form, image information of the identification-failed form is transmitted to a work center. A manager of form identification dictionary of the work center analyzes the cause(s) of the identification failure, and updates the form identification dictionary while allowing the form processing system to operate. Update information is transmitted to the form processing terminal. The form processing terminal can also transmit to the work center information, which characterizes the form type, together with the image of the identification-failed form. The use of the updated information of the form by the form processing terminal is recorded in a user action log for fee charging purpose.